

Swim School

Frequently asked questions

Swim School – Key Information for Parents

Program overview

- Our lessons run continuously during school terms (breaks on public holidays and school holidays). They roll over each term until you cancel.
- Cancellations require 7 days' notice before the next direct debit date.

Stages we offer

- Babies aged five to six months can start in our FREE Baby Splash classes with their carers.
- Infants aged from six months can enrol in our early stages.
- Toddlers will enter stages based on their age and skill level.
- Children who are aged four and above are encouraged to pop in for a free swim assessment.
- Teen swim lessons are available for older children who are less confident.
- Private lessons and additional needs lessons.
- Adult lessons.
- Squads including our Junior Lifeguard Club.

Assessments

- Assessments are 15 minutes. [Book online](#) or call the office for assistance.

Deck Liaison Team

Our Deck Liaison Team is available on the pool deck to monitor classes, assist teachers, and support parents with feedback and progress.

Lesson Times

- Lessons run Monday to Friday mornings and afternoons and on weekend mornings.
- Check [real-time vacancies online](#), at reception or by speaking with our Deck Liaison Team on the pool deck.

Holidays and missed lessons

- No refunds, suspensions, or make-ups are available for missed lessons.
- We do offer a free swim pass (valid for three months) for missed lessons.
- Holiday programs are advertised and run most school holidays.
- Holiday enrolments are in addition to our term programs.



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Progression

- Swimmers are assessed continually.
- When they successfully passed a level, swimmers will receive a certificate. Instructions to transfer to the next level are on the back of the certificate.

Wait lists

- Classes are always changing. If there are no suitable times, please stay in the current class where skills will be extended and join the waitlist.
- Contact the Swim School to discuss options or withdraw and re-enrol when a vacancy opens.

Progress and enjoyment

- Each child learns at a different pace – expect steady progress and occasional plateaus.
- You can assist with optimising your child's progress by encouraging them poolside and celebrating their achievements.

Changes and cancellations

- To cancel, please complete the Cancellation Form on our website, providing 7 days' notice.
- To change day or time, please access the Client Portal, find the required class or time and select 'Transfer' or ask Deck Liaison Team for assistance.

